

**Illinois Department of Public Health
COVID-19 Vaccine Appointment Call Center RFP
Responses to Prospective Vendor Questions**

Staffing

1. Please share the staffing level required on Day 1
 - The vendor should meet, at minimum, half of the required staffing for the call center on day one. The additional half can be worked in over the agreed upon timeline.
2. What is the ramp duration to reach 500 operators?
 - The ramp duration to 500 operators will be agreed upon between the successful vendor and IDPH.
3. Does the medical professional need to be physically present in the state of Illinois or can he/she support from anywhere in the US?
 - No, medical professionals can be anywhere in the United States, provided they have an accredited, recognized, and active medical license with their local state authority.
4. Please share the minimum and maximum number of operators required at a given non-peak and a peak day?
 - 250-500 operators depending on the call volume trends.
5. How many days advance notice will IDPH provide the contractor for a request to increase or decrease of staffing levels?
 - Staffing levels will be based on daily volume.
6. Is the medical certified person required to be onsite at the call center in PA to coordinate and communicate with the people in the various vaccine sites in Illinois?
 - No
7. Do all of the agents need to be full time, or can some be part time?
 - Agent's status can be full time or part time as long as staffing requirement is met.
8. Will you accept virtual agents who work from home?
 - Yes, as long as they have all necessary access to the call center and comply with mandatory privacy and PHI protections.
9. Please define "500 concurrent Hotline agents." Do you expect 500 concurrent agents to be available at all hours of operations, every day of the week (18 hours per day x 7 days per week x 500 staff/40 hours per full time equivalent staff per week = 1,575 FTEs) or only during peak call demand hours?
 - The successful bidder will display the ability and resources to manage a capacity of up to 1000 calls/hour and 500 available staff.
10. Confirming that our associates (operators) can work from home?
 - Yes, as long as they have all necessary access to the call center and comply with mandatory privacy and PHI protections.
11. At what timeframe will all 500 concurrent hotline agents be required?
 - Within an agreed upon timeline with IDPH.
12. What is an acceptable tolerance in staffing to meet dynamic call volume surges?
 - Unable to answer at this time.
13. Do all agents need to be W2 employees?
 - Unable to answer at this time.
14. How many supervisors do you anticipate needed for 500 agents?
 - IDPH expects vendor to follow industry standards.

15. Is utilizing work from home (remote agents) located (within the State of Illinois or other US states) acceptable for agent staffing?
 - Yes, as long as they have all necessary access to the call center and comply with mandatory privacy and PHI protections.
16. Are the agents assigned to this to be 100% dedicated to support this hotline, e.g., could they be associated to another program as well?
 - They can be associated with another program provided that call center staffing is sufficient.
17. Does the vendor have the option to sub-contract and centralize medical professional support hotline to meet the availability requirements?
 - Unable to answer at this time.
18. Will the State be dictating the minimum hourly wage to be paid to the agents supporting the program? Or is the expectation that the provider will adhere to the State wage requirements?
 - Unable to answer at this time.
19. What is the anticipated ramp time for agents to attain Total Agent Competency? Is there historical data for like initiatives?
 - The ramp duration to 500 operators will be agreed upon between the successful vendor and IDPH. There is no historical data.
20. Are all agents expected to be the same level of skill? If not, what levels is the State requesting? Please provide a breakdown of the skill sets and preferred percentage?
 - Unable to answer at this time.
21. Is their going to be a minimal ramp for go live staffing and then evaluation/analytics period to determine more precise staffing required to meet the 3 minute Average Speed to Answer?
 - Unable to answer at this time.
22. Top of page 3... Please confirm 25% of the hotline agents must be English/Spanish bilingual? Would use of a language service to satisfy Spanish language requirements suffice as indicated for the other languages listed?
 - Yes, 25% of the hotline agents must be English/Spanish bilingual. The use of a language service is acceptable.
23. Can you confirm whether hotline agents would have to be resident in Illinois or can they work remotely from elsewhere in the USA?
 - They do not have to be an Illinois resident.
24. Will there be an initial evaluation period 45-60 days to establish call patterns in order to effectively define interval and day of week staffing?
 - This will be monitored daily.
25. Are there any specific background check or drug screening requirements for agent hires?

In the "Background" section on Page 2, it states that, "Hotline staff should have a minimum of one year of prior experience in in a call center of similar scope, capacity and focus."

 - a. We assume that "similar scope, capacity, and focus" could include experience within a healthcare call center or relevant experience in emergency and recovery management? If that assumption is not correct, can you please further define "similar scope, capacity, and focus"?
 - b. Since COVID-19 responses began less than a year ago, if the experience is COVID-19 related, can the experience be less than one year and/or other relevant experience?
 - Vendor should follow industry and Illinois standards

Training

26. How long is training and will there be one session for day and one for the night?
- IDPH will provide protocols and FAQ documents. No formal training session will be provided by IDPH.
27. Is the training material completed or will the construction be collaborative once selection is made?
- Materials are continually being added to address the needs in the State.
28. Train-the-Trainer - Please provide the length of training and when this training would be completed?
- IDPH will provide protocols and FAQ documents. No formal training session will be provided by IDPH.
29. What type of phone system will be required to train the agents on? Also, is a cloud solution on an on-premise solution that is supported by SOIL employees?
- Unable to answer at this time.
30. Is there formal training agenda, modules etc. for the train the trainer or will it be a subject matter expert discussing current practices and FAQs?
- IDPH will provide protocols and FAQ documents. No formal training session will be provided by IDPH.
31. Will we be required to train Team Leads, Managers etc., on how to provide the reporting on the selected phone reporting and also the analytical software (Salesforce?) of choice?
- Yes
32. How long will the training period be?
- Training periods determined by vendor.
33. How will Illinois pay for training if pricing is based per call?
- Costs associated with training should be factored into the all inclusive price provided in Attachment C – Budget Template.
34. How long is the trainer certification process and will it be done remotely?
- Unable to answer at this time.
35. How long is the agent training and when will the training curriculum and material be made available?
- IDPH will provide protocols and FAQ documents. No formal training session will be provided by IDPH.
36. When will training material be provided?
- The successful bidder will receive the protocols and FAQ documents. No other materials will be provided.

Call Volume and Characteristics

37. Please provide the estimated percent of inbound versus outbound calls.
- Inbound ~1000/hour peak. There are no estimates available for outbound calls.
38. Please provide the average length of inbound calls.
- Anywhere from 7-15 minutes
39. Please provide the average length of outbound calls.
- Unable to answer at this time.
40. As per the questions and answers document (Call Volume/Length of Call Questions - question #3) the estimated total call volumes mentioned is 5000/week. However, in the RFP document it has been mentioned 16,000 to 30,000 calls per day. Please clarify the per day call volumes for a peak and a non-peak day.
- Unable to answer at this time.

41. Can you provide a projected estimate of outbound calls daily?
 - Unable to answer at this time.
42. Please provide estimated hourly and daily inbound call volumes by day of the week.
 - Unable to answer at this time.
43. Please provide estimated average handle time (AHT) by day of the week for inbound calls.
 - Unable to answer at this time.
44. Please provide estimated hourly and daily outbound call volumes by day of the week.
 - Unable to answer at this time.
45. Please provide estimated average handle time (AHT) by day of the week for outbound calls.
 - Unable to answer at this time.
46. Please provide estimated percentage of calls requiring Language Line services.
 - 5-10%
47. Will outbound calls be restricted to certain hours of the day within the 6a-11:59p block?
 - Unable to answer at this time.
48. In the "Background" section on Page 1, it states that the "vendor should have the capacity to receive between 16,000– 30,000 calls per day" and "The vendor shall be able to answer and complete in excess of 8,000 calls per day at contract execution and maintain a capacity for 16,000 calls per day within 20 calendar days of contract execution." In "Scope of Work" section on Page 5, it states that the "Vendor will demonstrate capacity to receive 16,000 to 30,000 calls per day beginning with 8,000 calls per day at contract execution and in excess of 16,000 calls per day within 20 calendar days of execution."
 - a. Is the expected maximum capacity 16,000 calls per day or 30,000 calls per day?
 - b. If 30,000 calls per day, how many days after contract execution is Vendor expected to handle the 30,000 capacity?
 - Unable to answer at this time.
49. Can you please provide clarity/confirmation on what the average handle time of a call is, and whether this is the current or estimated call length?
 - Estimated 7-15 minutes for inbound calls.
50. What is the anticipated length of each call? Inbound and outbound?
 - Estimated 7-15 minutes for inbound calls. There are no estimates for outbound calls.
51. Are there penalties for not meeting the 3 minute call pick-up service level?
 - Unable to answer at this time.
52. Is there any data to indicates the volume of outbound calls or % of calls that will be outbound?
 - Unable to answer at this time.
53. Will there be more specific volume forecasting? Document references 8,000 calls per day, 16,000 calls per day, 30,000 calls per day. Also references 500 concurrent agents. Which is appropriate for modeling capacity requirements? Will there be monthly committed forecasting to staff to and measure against?
 - Unable to answer at this time.
54. Aside from the average speed of answer within 3 minutes can you provide other assumptions for modeling capacity? Average expected handle time, day of week and time of day arrival patterns, Data that will be required to build agent schedules?
 - Unable to answer at this time.
55. There is a reference to different call types, is there a list of call types and anticipated volumes ... if so can agents be skilled for specific call types? Allow for specialization, possibly accelerated training.

- Unable to answer at this time.

Operations

56. Will IDPH open to digital call deflection through self-service channels?

- Unable to answer at this time.

57. Is the service provider expected to deploy a light CRM solution for this engagement? Does State of Illinois currently using a CRM system that can be extended to the vendor operators?

- Unable to answer at this time.

58. Please share the allowable abandonment rate.

- Unable to answer at this time.

59. Can IDPH provide service level expectations?

Unable to answer at this time.

60. Is the vendor expected implement their own telephony including – IVR, ACD, WFM, reporting etc.?

- Yes

61. Please share the after-call work time.

- Unable to answer at this time.

62. What are the call recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

- Unable to answer at this time.

63. What is the process for a caller cancelling an appointment? Does the caller contact the location directly or does the call center make that call on behalf of the caller?

- Unable to answer at this time.

64. Can the vendor utilize call recordings for the QA process? If so, what is the length of time to for calls to be archived?

- Unable to answer at this time.

65. Since the IVR needs to be functioning on day one, do you have IVR scripting available that you are able to share?

- Must be specific to the vendor and task

66. How is the state handling holidays? Since the vendor will need to pay agents accordingly, will a holiday schedule be established prior to submitting pricing?

- Unable to answer at this time.

67. Will the selected vendor have the ability to create login credentials for the agent and management users on the state's website and any other web-based scheduling applications?

- Unable to answer at this time.

68. Can multiple call centers be combined together to deliver services, if they are managed by a single management team?

- Likely no. Vendor should explain approach if this is its plan.

69. Currently, the State's public-facing COVID Vaccination website requires a user to follow links to other websites, then requires the user to register and search for vaccine appointments on the websites for the points of distribution. Will this be the website that workers leverage in support of the call center, or will there be a centralized source that will allow workers to search for available appointments across multiple points of distribution at a time?

- Yes

70. Will agents be transferring calls? Such as, to other client departments.
- Unable to answer at this time.
71. The information provided indicates that Vendor will be transferring calls to other State Agencies and Health Care providers, how many different agencies and providers will we be transferring to?
- Unable to answer at this time.
72. Where will the agents get the data to initiate the Outbound calls?
- Unable to answer at this time.
73. Will voice mail be required?
- Unable to answer at this time.
74. Will agents be required to warm transfer or conference calls? Such as when handing off to another department.
- Unable to answer at this time.
75. Will vendor be required to provide any additional service options in the IVR?
- Unable to answer at this time.
76. Please provide an example of the call flows that vendor will deploy, indicating when to transfer, etc.
- Unable to answer at this time.
77. Will the State of Illinois provide the IVR messaging (including FAQ information) and hold music or will vendor be required to provide?
- Vendor
78. Will speech recognition be required for IVR navigation?
- Unable to answer at this time.
79. What is the requirement for voice and screen recording? Vendor standard is to provide 100% voice and 30% screen recordings.
- Industry standard should be followed.
80. What is the required storage duration for contact recordings? Vendor standard is to store recordings for 90 days.
- Unable to answer at this time.
81. At the end of the required storage duration will vendor be required to purge recordings or transfer them to State of Illinois?
- Unable to answer at this time.
82. Will State of Illinois require access to contact recordings?
- Unable to answer at this time.
83. Will State of Illinois require access to observe live calls?
- Unable to answer at this time.
84. Vendor deploys a secure virtual desktop for remote users that allows agents to use their own PCs/Laptops to support our client programs. Does this model fit within the State of Illinois security posture?
- Yes
85. Please provide any security requirements to support this program.
- Unable to answer at this time.
86. The information provided indicates that scripts will be used, how will vendor agents access those scripts?
- Provided to successful bidder from IDPH
87. Will State of Illinois provide the ability to disposition (call outcome, or caller's reason for calling) in their applications, or will vendor be required to provide the platform for dispositioning?

- Vendor requirement.
88. Please provide a list of the dispositions that agents will use.
- Unable to answer at this time.
89. Would IDPH be interested in supporting inbound inquiries with establishing a Self-Service Option?
- Unable to answer at this time.
90. Would IDPH be interested in using chatbot automation for general FAQ type inquiries that are also being used in the IVR environment?
- Unable to answer at this time.
91. Would IDPH be interested in positioning eligibility qualification online through Self-Service Option?
- Unable to answer at this time.
92. In the “Background” section Page 1, it states that the, “The Hotline agent will obtain relevant information from the caller, schedule appointments when available, and if an appointment is not available, use the caller contact information to call the caller back with a subsequent appointment available, or when appropriate, forward the caller contact information to other vaccine providers to follow up with the caller and schedule the appointment”.
- a. Is “relevant information” the “information vendor is required to provide in a daily written report in item 4 under Scope of Work? If not, please define relevant information.
 - b. Will IDPH tell the Vendor that an appointment is available? If so, how much in advance will IDPH notify vendor of appointment availability?
 - c. Will IDPH tell the Vendor when it is appropriate to forward the caller contact information to other vaccine providers? If so, how much in advance will IDPH notify the vendor of this?
- Unable to answer at this time.
93. In the “Background” section, it states, “Hotline staff will be required to register individuals for vaccine administration clinics through the State’s website, <https://coronavirus.illinois.gov/s/vaccination-location> and any other web-based scheduling application required by the Department”.
- Unable to answer at this time.
94. How much notification will IDPH give the vendor of “any other web-based scheduling application required by the Department”?
- Unable to answer at this time.
95. In the “Background” section on Page 2, how much advance notice will the Vendor be given to “scale up to address higher call-volume periods”?
- Unable to answer at this time.
96. In the “Background” section on Page 2, its states that agents shall “make out-bound callbacks”. On Page 3, it states that, “The vendor will utilize Interactive Voice Response (IVR), and the vendor staff and/or subcontractor staff will answer questions not addressed by IVR at the caller’s option” and “If the caller does not wish to wait for the estimated period, the IVR will confirm the caller’s return number and notify them that they will receive a call back from a representative in a specified period of time”. In “Scope of Work” section on Page 5, it requires “Provision of sufficient staff to answer questions not addressed by IVR and at the caller’s option”.
- Unable to answer at this time.
97. Are the “out-bound callbacks” those calls that cannot be addressed by IVR at the caller’s option when the caller asks for a return call back?
- Unable to answer at this time.
98. Are the outbound callbacks when an appointment is available? If not, what are the out-bound callbacks to be made by Vendor’s agents?
- Unable to answer at this time.
99. In the “Scope of Work” section on Page 5, what other “State agencies” must the IVR system be able to transfer calls?

- Unable to answer at this time.
100. Are the outbound calls a result of the IVR callback feature? If not, how do we determine who will be called? Will a formatted list be provided? Is a dialer required?
- Unable to answer at this time.
101. Are the outbound calls a result of the IVR callback feature? If not, how do we determine who will be called? Will a formatted list be provided? Is a dialer required?
- Unable to answer at this time.
102. What method is used to send appointment requests to other vaccine providers? Is this information tracked/would the vendor be responsible to follow up and ensure appointments are scheduled?
- Unable to answer at this time.
103. Can you provide information on the Chicago resident calls and what we're supposed to do with them? How will we be able to identify Chicago callers?
- Unable to answer at this time.
104. Is call recording for quality assurance but in compliance with HIPAA acceptable for the vendor to use as a method of coaching and development?
- Quality assurance methodologies will be determined upon negotiation.
105. What will be the lead time for State notification of opening up the vaccinations to eligible groups?
- Unable to answer at this time.
106. If a call ends without an appointment being scheduled, is that defined as an In-Bound or Out-Bound call?
- Unable to answer at this time.
107. Will there be call scripting made available and access to a knowledge base system that will house reference materials?
- Information that will be made available will be determined upon negotiation.
108. What is the definition of "relevant information"? Contact data, vaccine eligibility data (DOB, Health Issues, other private or healthcare related data?
- Relevant information will include, but may not be limited to, patient name, contact information, DOB, profession, healthcare related data as it refers to eligibility criteria.
109. How will agents schedule appointments? If this through a single online portal? Is it multiple portals, depending on customer location? Is it multiple portals depending on distributor (Public, Private, etc.)? Will it be via phone?
- Vaccination appointments will be scheduled through multiple on-line portals and telephone as necessary.
110. How will agents or leadership know when to make the callback when subsequent appointment is available? Is this system driven? Will the agent reserve available appointment prior to calling back? If not what if an appointment is taken (by another person) when the contact is made?
- Unable to answer at this time.
111. What will guide agents to know when it is appropriate to forward caller contact information to other vaccine providers?
- The inability to schedule an appointment, because of lack of available openings, will guide agents to forward caller contact information to other vaccine providers.
112. Will registering individuals through the State website(s) be done with the caller on the phone?
- In some instances, the caller will be on the phone.

113. Will there be different hours of operation for inbound calls and outbound calls? Typically outbound calling is done with more restrictions on timing (time of day) - for example - outbound calling will take place between 9am-9pm Monday-Friday and between 10am-6pm Saturday-Sunday. All other hours of operation will be inbound only.
- This will be determined upon negotiation.
114. Are there specific requirements for scheduling initial dosage vs secondary dosage? Are the available appointments distinguished or dedicated to either initial or secondary appointment? How will the agents verify if the caller is eligible to be set up for a secondary dosage appointment - will they access a database?
- Unable to answer at this time.
115. The agent must forward contact information to other providers, is this done through a secure form or will the agents require email access?
- Unable to answer at this time.
116. Is the vendor responsible for contracting language line support? Is there a breakdown of volumes for languages other than Spanish and English to determine if staffing for these languages makes sense?
- Per the RFP, plans for provision of language access services including TTY communication and relay system are the responsibility of the vendor.

Technology

117. Will Illinois CRM be utilized for data entry and how do we pull daily, weekly, and monthly reports?
- Unable to answer at this time.
118. How will the web-based scheduling application track entries made by the call center and how will it be accessed?
- Unable to answer at this time.
119. How will the CRM identify who scheduled the appointment? (i.e., how will the system identify whether it was the patient themselves versus the call center agent?)
- Unable to answer at this time.
120. Does the CRM have a search option to locate the vaccine locations by zip code?
- Yes.
121. How does the CRM track first and second dosage appointments or does the vaccination center provide second dosage appointments when initial one has been completed?
- Unable to answer at this time.
122. Do you require the vendor to provide any additional CRM platform or interface to work in conjunction with the State's platform or website?
- Unable to answer at this time.
123. Please confirm vendor will have access to a centralized scheduling system to be used for searching for and scheduling appointments.
- Unable to answer at this time.
124. Please confirm the State-provided centralized scheduling system can be used as a CRM for tracking all caller dispositions.
- Unable to answer at this time.
125. Please confirm vendor will have access to reporting in the State-provided centralized scheduling system/CRM in order to meet the daily, weekly, and monthly reporting metrics.
- Unable to answer at this time.

126. The RFP states that if an appointment is not available, the vendor will use the caller contact information to call the caller back with a subsequent appointment available. Please confirm that the state's centralized scheduling system (being used as a CRM) captures sufficient information to identify the cohort into which the caller falls (e.g., 1A, 1B, etc.) and will produce reports to enable the vendor to know when the caller's cohort is eligible for the vaccine.
- Unable to answer at this time.
127. What is the ID provisioning/request process for your applications?
- Unable to answer at this time.
128. The information provided indicated that scheduling applications will be web-based, please provide the web-browser requirements.
- Unable to answer at this time.
129. Will vendor agents be required to have email addresses to support this program? If "yes", what is the use case for vendor agents to be issued email, such as for MFA or password reset?
- Unable to answer at this time.
130. Is there a tool already in use to capture the caller information and call details as outlined?
- Unable to answer at this time.
131. Will the tool(s) for capturing caller information also providing reporting data points for the vendor?
- Unable to answer at this time.
132. Will the agents be required to have access to the Salesforce/Twilio tools?
- Unable to answer at this time.
133. In the technical requirements, it outlines the vendor must provide the equipment (PC, headset, etc.) for the agents. Would agents providing their own devices that meet standards for at home work and appropriately secured by the vendor be acceptable?
- Unable to answer at this time.
134. What software will be required to train the agents to support customers?
- Unable to answer at this time.
135. Is there a specific TTY communication and relay system/technology to be used? Is vendor providing this technology?
- Unable to answer at this time.
136. RFP calls for vendor to trouble shoot systemwide technical issues and coordinate/communicate with State? What system(s) will the provider be responsible to trouble shoot? State provided system? Vaccine administrators systems? Vendor Systems?
- Unable to answer at this time.
137. Can you please specify which applications will be used in the operation and their technical characteristics?
- Unable to answer at this time.
138. Are there any requirements to integrate application or platforms? How would this occur web services?
- Unable to answer at this time.
139. When the RFP references technology to hold callers place "in line" are you refereeing to a system that will place an outbound call to the caller when their place "in-line" is realized?
- Unable to answer at this time.

140. If Work from Home agents are acceptable will the utilization of Bring Your Own Device be acceptable to the State? Bring Your Own Device is where the agent has their own acceptable PC/Workstation and the provider pushes down the required image or configuration.
- Unable to answer at this time.
141. Will connectivity to systems and other sites be done via Internet or will we be required to install dedicated circuits?
- Unable to answer at this time.
142. Are there any specific data storage requirements on the provider premise or cloud infrastructure?
- Unable to answer at this time.
143. If the vendor is using systems provided by the State or State provider when will access be provided? What is the access method? With credential to access these systems be provided? If so, what is the turnaround interval?
- Unable to answer at this time.

Pricing

144. Is the IDPH open to a cost-per-call rate adjustment after contract award based on a production period of 1 or more weeks?
- IDPH is not open to a cost per call rate adjustment after the contract is awarded. IDPH awards the contract based on the respondent's technical response to the RFP as well as their pricing. Subsequent pricing adjustments could indicate that the vendor seeking the change would not have been awarded the contract based on the new contract pricing.
145. Can the bidders propose alternate/additional fees from what you are expecting in Attachment D?
- Vendor responses cannot deviate from the formats shown in Attachment D – BEP Utilization Plan or Attachment C – Budget Template.
146. In order to provide the most flexibility to the State, would the State consider changing the price template to a cost per Full Time Equivalent (FTE) or Hourly Agent Rate? With the expected ramp-up and ramp-down of staff, this will allow the State and vendor to quickly adjust the staffing model and bill for the hours worked by staff.
- The Budget Template cannot be changed. Vendor responses cannot deviate from the formats shown in Attachment C – Budget Template. If they deviate, their proposals will not be considered.
147. Does Illinois anticipate that the price per call will encompass all costs, including training, medical professional (i.e., doctor or nurse) consulting, and supervisor contributions.
- As indicated in the RFP and on Attachment C – Budget Template, the price proposed must be all inclusive of all costs including training, medical professional (i.e., doctor or nurse) consulting, supervisor contributions, and any other costs associated with the requested services.
148. Will you accept alternative pricing?
- No. Vendor responses cannot deviate from the formats shown in Attachment C – Budget Template.
149. For the one time fees (technology deployment, initial training, workstation procurement, etc.) can those fees be separated in the pricing proposal, from the price per call pricing request, e.g., the one time costs/fees are not rolled into the monthly recurring fees for daily service?
- No. Vendor responses cannot deviate from the formats shown in Attachment C – Budget Template. The price proposed must be all inclusive of all costs including the amount factored in for one time costs.

150. Will the IDHP be providing an example of the Statement of Work for the engagement, so as to understand payment terms, amount of pricing guaranteed versus at risk (e.g. is there termination for convenience clauses, etc.)?
- The contract and the associated terms and conditions will be reviewed with the successful vendor. The contract document will not be previewed but does include items referenced in the question.
151. In Additional Requirements on Page 6, it states "Vendor's proposed flat-fee pricing shall be inclusive of all costs."
- a. Can the Vendor submit a flat fee rate for outbound IVR calls and a separate rate for manual outbound calls?
- No. Vendor responses cannot deviate from the formats shown in Attachment C – Budget Template.

Timing

152. Please share the expected Go-Live date?
- The expected go-live date will be determined upon negotiation with the goal of being February 25th.
153. The estimated contract award date is February 23, 2021 with an estimated start date of February 25, 2021. In order for vendors to recruit and hire staff, provide training and system access, implement the telephony system, and receive approval from the State to begin operations, will the State please consider extending the estimated start date to at least 14 calendar days after the contract award date?
- The start date goal is February 25, 2021.
154. In order to allow vendors to appropriately incorporate the answers to questions into their solution and pricing to provide best value, would Illinois please consider extending the submission deadline to February 26, 2021?
- The submission date is February 19, 2021.
155. Confirming that the Key Dates are accurate in that an award will take place 2/23 and it is expected that we develop an IVR to these specs, CRM for data capture platform, add agents, setup extensions, create a business unit in the ACD platform and test it all in 24 hours for a 2/25 launch?
- Unable to answer at this time.
156. Please define Start Date (estimated) as one other line says Timeline to be fully operational by February 25th, i.e., taking calls and in production or is the start date on 2/25 (two days after award) to be the date we begin our workstream meetings with your operations team?
- The expected go-live date will be determined upon negotiation with the goal of being February 25th.
157. Understanding time is of the essence, is there any specific drivers (releases, communication, additional phases, marketing etc.) that drives the 2/25 date?
- Unable to answer at this time.
158. Is the 2/26/2021 start date extendable to get the necessary systems and resources in place?
- The expected go-live date will be determined upon negotiation with the goal of being February 25th.
159. What is the definition of "Start" on the 25th? What is the expectation for a date or interval for taking the first call?
- The expected go-live date will be determined upon negotiation with the goal of being February 25th.

BEP

160. With the limited time to turnaround this response can the requirement for a BEP Utilization Plan be waived or delayed until after the RFP response? "Vendor must solicit this interest within sufficient time to allow the BEP certified vendors to respond to the solicitation."

- The BEP goal cannot be waived. Given the tight turnaround time, should the responding vendors not be able to identify their BEP subcontractor upon proposal submission, the successful vendor will be allowed to identify their BEP subcontractor(s) and their role and commitment to the project upon contract execution.
161. Must the Prime Vendor be BEP Certified with the State of Illinois or will a subcontractor who is certified satisfy this requirement?
- The Prime Vendor can be a BEP certified vendor but that is not a requirement. The BEP goal can be met by using certified BEP vendors as subcontractors, or if the Prime Vendor is a certified BEP vendor.
162. BEP Utilization Plan and Letter of Intent need to be separate and sealed.... how do we seal via email or is the expectation that these be mailed to the State?
- The Utilization Plan is a standard template traditionally used for non-COVID procurements that was not able to be modified for COVID purposes. As such certain instructions do not apply for this COVID procurement. The Utilization Plan and Letter of Intent can be sent via email.
163. Under the “Additional Requirements” section on Page 6, the RFP states that, “There is a Business Enterprise Program (BEP) target of 4% for this solicitation”. However, “Attachment D – BEP Utilization Plan” includes a 2% BEP participation goal. Please confirm if the BEP target is 2% or 4%.
- The correct BEP participation goal is 4%.
164. The RFP states that proposals must be submitted via email no later than 5:00 p.m. on Friday, February 19, 2021. Attachment D states that, “The Utilization Plan and Letter of Intent must be sealed and submitted separately.” Please provide additional details on how the BEP Utilization Plan should be submitted.
- The Utilization Plan is a standard template traditionally used for non-COVID procurements that was not able to be modified for COVID purposes. As such certain instructions do not apply for this COVID procurement. The Utilization Plan and Letter of Intent can be sent via email.
165. Is there an “Illinois Procurement Bulletin Reference Number” for this RFP? If not, what should we include in the Utilization Plan where it is asking for that reference number?
- The Utilization Plan is a standard template traditionally used for non-COVID procurements that was not able to be modified for COVID purposes. As such certain instructions do not apply for this COVID procurement. There is no Illinois Procurement Bulletin Reference Number so this field can be left blank.
166. The BEP Participation and Utilization Plan includes a specific participation goal of 2% whereas the RFP identifies a 4% participation goal. Can you please confirm which is accurate?
- The correct BEP participation goal is 4%.
167. The BEP form provided by IDPH states a 2% requirement but the RFP says 4% please clarify or please provide the correct form.
- The correct BEP participation goal is 4%.

Contract

168. Please provide a draft contract with terms and conditions.
- The contract document will be reviewed with the successful bidder.
169. Regarding Attachment B, would the State accept the following proposed edits to the Standard Contract Terms for Insurance: **INSURANCE:** *Vendor shall, at all times during the term of this contract and any renewals or extensions, maintain and provide a Certificate of Insurance naming the State as an additional* ~~ly~~ *insured on the commercial general and automobile liability insurance policies. ~~for all required bonds and insurance. Certificates~~ The required insurance policies may not be ~~modified or~~ cancelled or not renewed until*

at least thirty (30) days' *prior written* notice has been provided to the State. Vendor shall provide: (a) *Commercial General ~~Commercial~~ Liability insurance in the amount of \$1,000,000 per occurrence (Combined Single Limit Bodily Injury and Property Damage) and \$2,000,000 Annual Aggregate;*

- Any changes to terms and conditions will be discussed during negotiations

170. Please provide the payment terms, i.e., Net 30 days?

- Unable to answer at this time.

Other

171. Where is the current contact center vendor based out of? Could you provide whether the operators are based out of Illinois?

- This RFP is for a new call center. A current call center does not exist.

172. If there is more than one sub-contractor will they be using the same reporting systems for consistency of reports?

- Yes.

173. For reporting is a self-service portal acceptable or is emailing of reports required.

- Templates will be developed upon negotiation.

174. What is the exact number of vaccination providers involved to administer the vaccine?

- —The exact number of vaccine providers continues to grow as more locations are being established throughout the state.

175. What criteria is needed for the agent background checks?

- Unable to answer at this time.

176. Please confirm that IDPH is not acting in the capacity of a HIPAA Covered Entity for purposes of this RFP COVID-19 Vaccine Appointment Call Center?

- Unable to answer at this time.

177. Can the State provide the weightings that the evaluation committee will apply to each of the evaluation criteria?

- Unable to answer at this time.

178. Regarding the 7am deliverable for daily written reporting, can there be some flexibility with the time of report delivery considering that phone lines are active till midnight?

- The daily written report is to be submitted to IDPH at 7:00 a.m. CST for the prior day's activity.

179. Will any background check requirement be waived based on this quick turnaround time start date of 2/25/21?

- Unable to answer at this time.

180. Operational Plan is not to exceed 10 pages....checking to see if that includes the Timeline (2 pages), plan for data collection, tracking, etc, the plan for hiring and training, plan for provision of language services and TTYP, and the Client references in those 10 pages or are they in addition to those 10 pages?

- There is no page limit, except where indicated.

181. Where will the case number referenced in the RFP document originate? How will agents get the case number? The Last RFP Q&A states the Case Number refers to the vendors internal numbering mechanism for distinguishing calls.

- Unable to answer at this time.

182. Please confirm the Illinois Prevailing Wage Rates are located at <https://www2.illinois.gov/idol/Laws-Rules/CONMED/Pages/Rates.aspx>.

- The Illinois Prevailing Wage Rates are located on the website provided.
183. Under the “Directions” section on page 4, please confirm that the two-page limit for the Timeline is separate from the 10-page limit for the Operational plan.
- Correct
184. Under the “Directions” section on page 4, the RFP lists out elements that each proposal should include. Some of the bulleted items have page limits while other sections do not (e.g. References).
- a. Is there a page limit for those sections?
 - b. Is there a total page limit for the entire response?
- There is no page limit, except where indicated.
185. Can the requirements for candidates “with minimum of one year of prior experience in in a call center ...” be amended to say “or equivalent”? Due to the fast ramp times this may inhibit otherwise successful applicants from applying.
- Unable to answer at this time.
186. Please provide a holiday schedule with dates open/closed and hours of operation.
- The Call Center will be open 7 days a week, from 6:00 am to 11:59 pm, for the duration of the contract, including holidays.
187. Will an Organizational Conflict of Interest (OCI) be created if a prospective bidder secures IDPH’s Contact Tracing Surge Capacity Call Center contract in conjunction with this contract?
- Unable to answer at this time.
188. How would you like the vendor to send the reports (email, SFTP, etc.)?
- Reports will be transmitted by email.
189. Are there specific reporting templates that will be used or will they be created collaboratively?
- Templates will be developed upon negotiation.
190. What is the method for transmitting reports - cloud, email, secure drive, other?
- Reports will be transmitted by email.
191. Will there be a quality assurance process/form? Who will be responsible for QA? Will provider be required to dedicate resources to QA process and reporting?
- Unable to answer at this time.
192. Are there call recording and storage requirements?
- Unable to answer at this time.